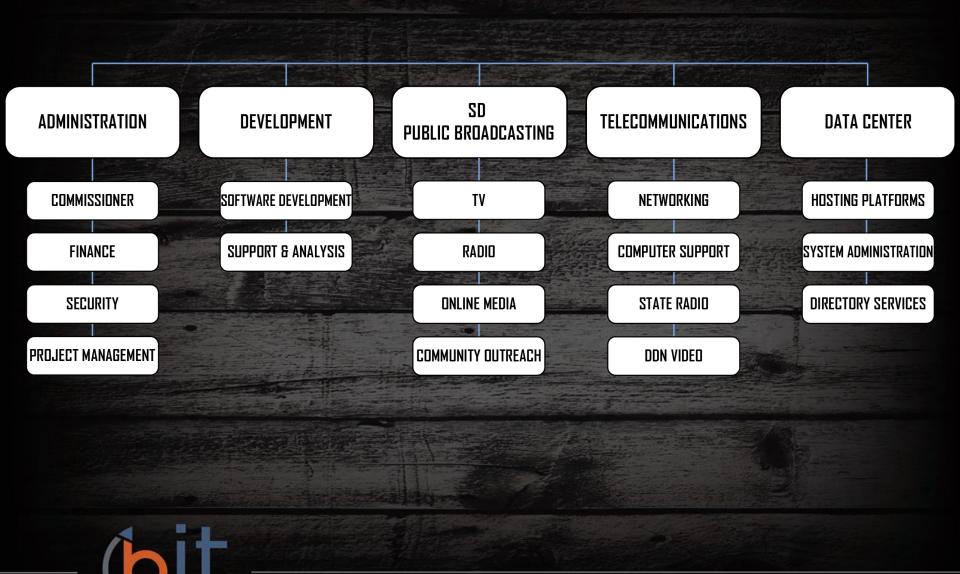
BUREAU OF INFORMATION & TELECOMMUNICATIONS

Government Operations & Audit Performance Management Review

June 6, 2017
Carnegie Town Hall
Sioux Falls



Divisions





Partner and collaborate with clients in support of their missions through innovative information technology consulting, systems and solutions.



Vision & Goals

Through our highly motivated staff, we will be a leader and valued partner in providing technology solutions, services and support that directly contribute to the success of our clients.







					BIT Ser	vices an	d Reach					bit
Governance	Clientele		Services & Support				Systems					
I/T Project Management Contracts & Negotiations	Government	Executive	9,255 PCs 3,500 Databases 2,509 Mobile Devices 932 Business Applications 750 Websites 560 Locations 350 Active Projects 21 Agencies & Bureaus 7 Elected Offices Boards & Commissions	Email & Calendars System Development & Implementation	System Design System Design Telephone & Voicemail	Data Center Facilities Cabling	Performance & Monitoring Conferencing & Collaboration	Cyber Security Research	Servers & Mainframe Printing	Networks Software Protection	PC's Routers & Switches	Software & Databases Security Infrastructure
Education &			580 Judicial Staff 63 Courthouses	Help Desk	Client Management	Maintenance	Online Media	Business Continuity	GIS	Search	Document Imaging	Wireless
Training		C S	58 Radio Towers 98% Mobile Coverage 23,000 Radios	f a f c f c f c f c f c f c f c f c f c	Business Analysis	Technology Integration	Mobile Device Management	Strategic Planning	Radio System	Data Storage	Web Hosting	Identity Management
RFP's, Standards & Volume Pricing	Education	₹	132,520 Students 11,181 Teachers & Administration 151 Public Districts 115,049 User Accounts 92,997 Student Mailboxes 11,084 Distance Learning Conferences	Email & Calendars Help Desk	Maintenance Data Center Facilities	Telephone Performance & Monitoring	Cyber Security Conferencing, Collaboration & Distance Learning	Online Courses Online Media	Wireless Identity Management	Networks Software Protection	Routers & Switches Web Hosting	Software & Databases Security Infrastructure
Finance, Analysis & Reporting		S P	36,531 Students 5,140 Faculty / Staff 2,456 Distance Learning Conferences	Conferencing, Collaboration & Distanting	e Telephone	Data Cente Facilities	Client	Business Continuity	Servers & Mainframe	Networks	Routers &	Software & Databases
Legal, Policy & Regulation	اما		66 County Governments 14 City Governments	our	Cyber Security	Latest News Content Delivery	E-Government	Online Forms	GIS	Networks	Routers & Switches	Software & Databases
	Local		858,469 Citizens	3	6					ALER		Parabasis -



1,500 Forms & Processes





















Objective

Safeguard sensitive state digital assets from unauthorized access, updates, deletions or theft.



Organizational Structure & Governance	Hosting & Servers	Communications) Data	Wireless Networking	SE-mail	Intrusion Detection & Prevention
Network Security	Technology Staff	Remote Access	Standards	Policies & Procedures	Managed User Devices	Firewalls & Threat Protection
Authentication (Procurements & RFP Language	Vulnerability Assessments	Education & Client Awarer .ss	Authorization	Mobile Access	$P_{r_{i_{V_{Q_{C_{y}}}}}}$
Backup & Recovery	Operations Management	Accounting	Unmanaged User Devices	Relations hips	Risk Management	Physical Security
Network Infrastructure	VoIP (Wired Networking	Risk (Assessments	Applications & Software	Audits	Metrics & Measuremer s



April 2017
210 unique countries | **2.6M Attacks**



Objective

Through our highly motivated staff, we will be a leader and valued partner in providing networking solutions, services and support that contribute to the success of our clients.



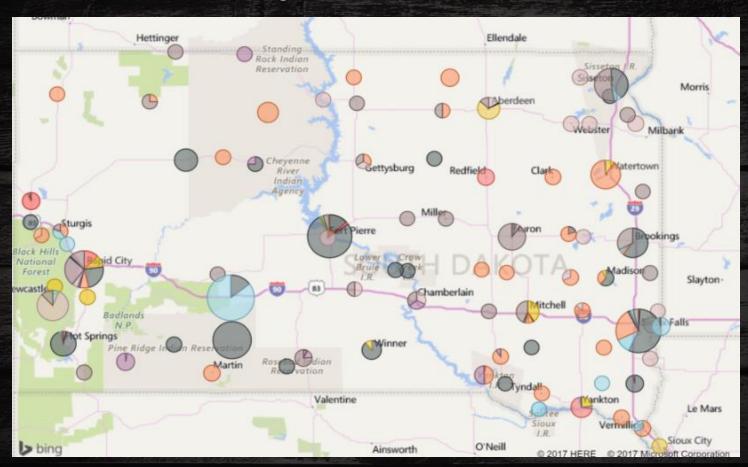
Service Scope

Total Computers	Network Circuits
9687	1,027
Radio Towers	Radios
58	23,912
Radio Calls	E-Learning
27,244,826	8,774
Number of Students	Number of Teachers



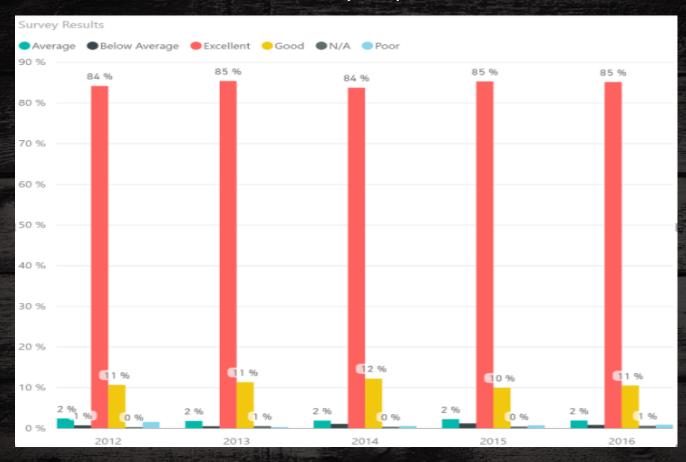


High Bandwidth Events



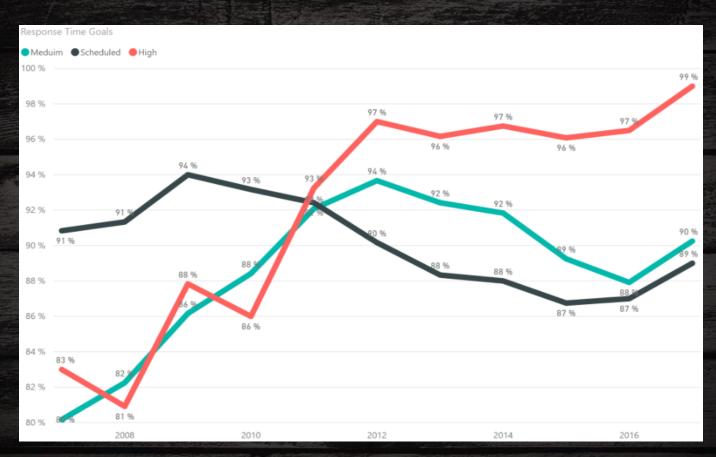


Client Survey Responses





Work Request Response Times



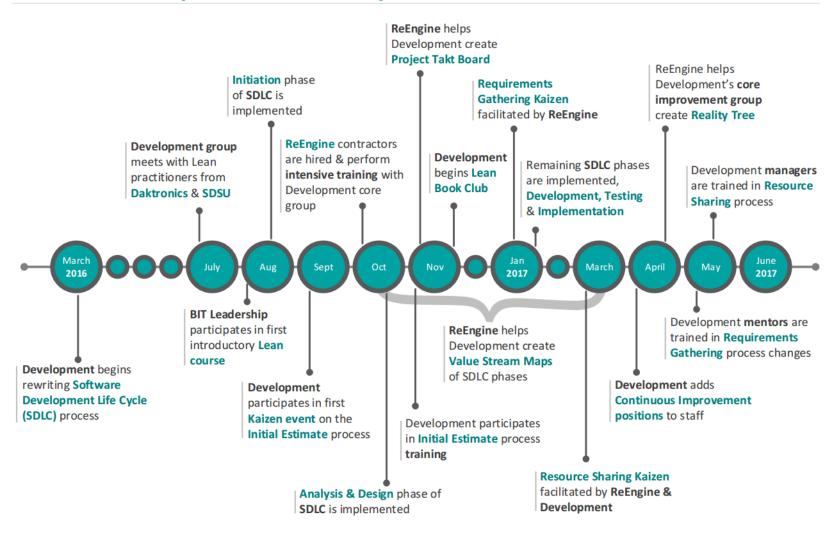


Objective

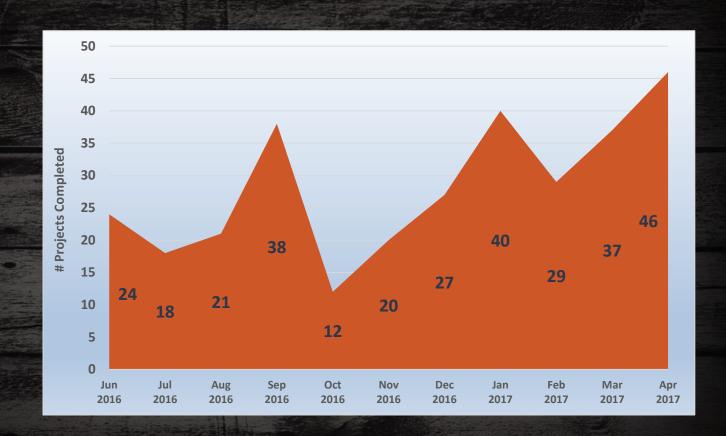
To evaluate the value, cost, and risk of computerization possibilities, then apply application development services, technologies, and best practices to help State Agencies meet their goals.



Continuous Improvement Journey



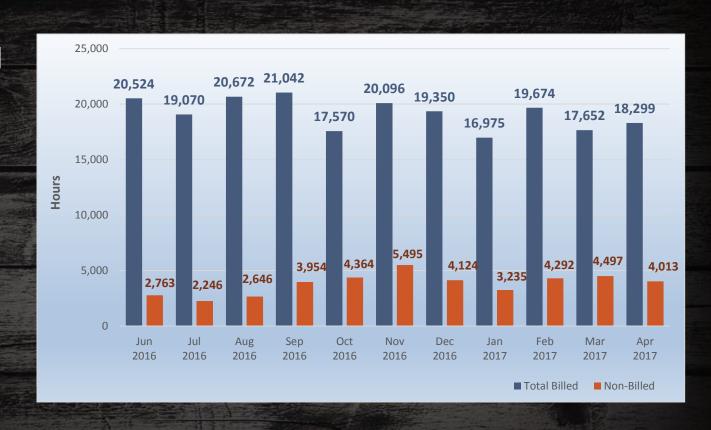
Number of Projects
Delivered per Month





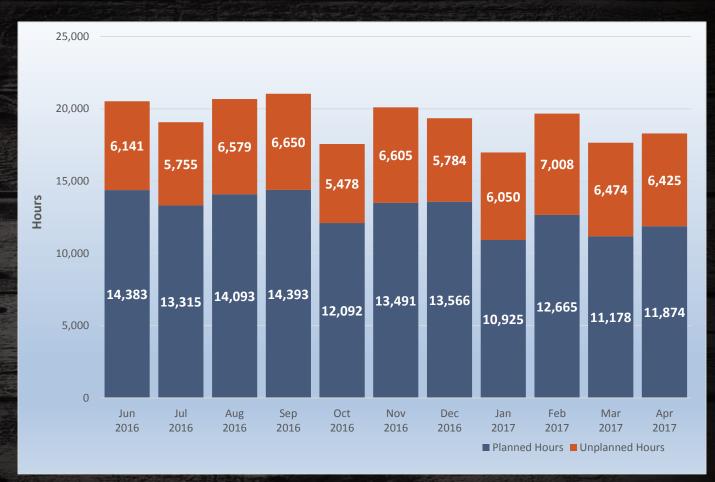
Hours Billed across FY17 per Month

Threshold is 16,600 hours



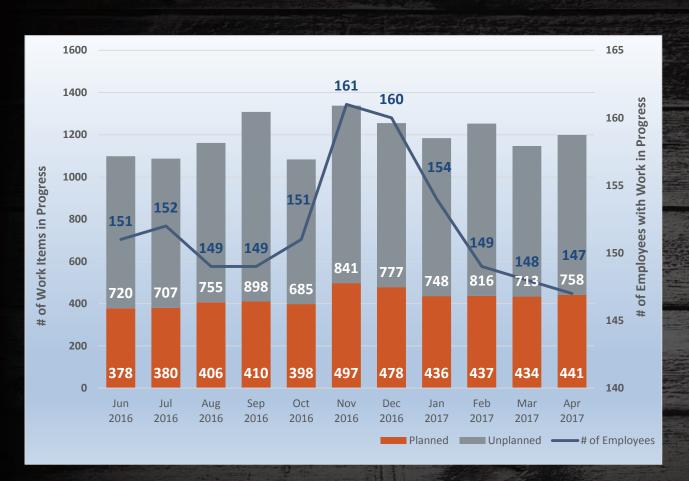


Planned vs. Unplanned Work





Planned Work = Agency approved scheduled items
Unplanned = Emergency or Ad Hoc requests



Work in Progress (WIP)

An unfinished work request that is being fulfilled.

Total Number of Work Items in Progress, both Planned and Unplanned

Goal: 300 Planned, Active requests per month.



Work Items in Progress (per person)

Average Number of Work Items in Progress, both Planned and Unplanned by staff.





SD Public Broadcasting

Mission

Use the power of public media to connect South Dakotans with education, information, culture and the arts.

- 1. Create, acquire, and distribute local and national media content via television, radio and digital platforms
- 2. Provide educational programming and resources for Pre-K, K-12, and lifelong learning opportunities
- 3. Provide EAS interconnectivity, coordinate, and distribute emergency alert information to broadcasters and the public
- 4. Provide resources and services for "open government" initiatives













Radio



Listen live online 24/7!



















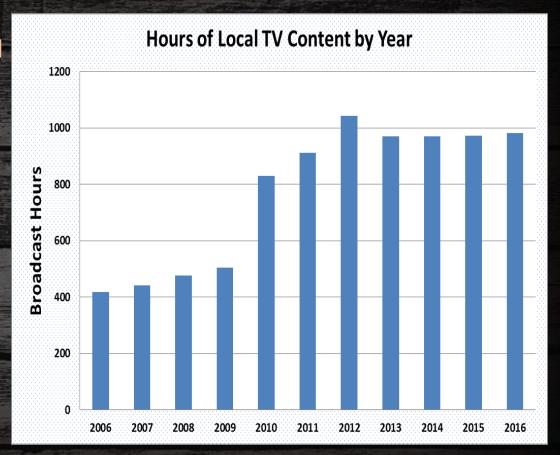






Create, acquire, and distribute local and national media content via television, radio and digital platforms

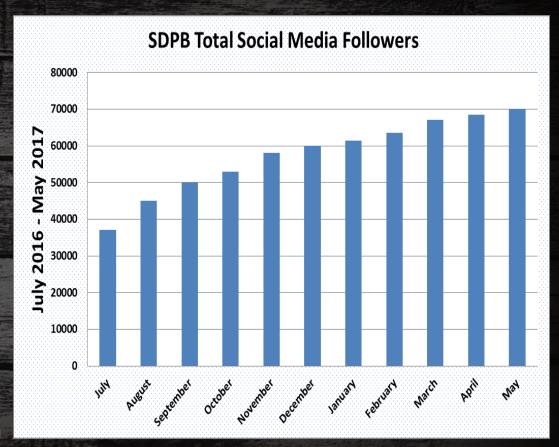
- Prioritize to feature local content and programing, particularly in underserved audiences
- Be a reliable media, broadcast, and streaming partner within BIT Services





Create, acquire, and distribute local and national media content via television, radio and digital platforms

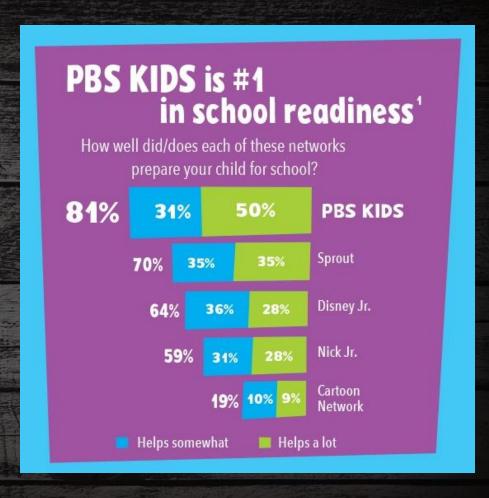
- Awareness and Usage of Services:
- *Nielson 2/17 112,000
- *Monthly Viewer and Donor Comments Report
- *Digital and Social Media
 User and Engagement Data





Provide educational programming and resources for Pre-K, K-12, and lifelong learning opportunities

- ◆ PBS Kids 24/7SDPB 4 and Live Stream
- Learning Library; Educators Newsletter; Events and Workshops
- ◆ SDPB "The World" "Create"





Provide educational programming and resources for Pre-K, K-12, and lifelong learning opportunities

- Awareness and Usage of Services:
- * Viewers 2 to 11 / 19,500
- * Workshops / 2,500
- * Events / 8,500 to 10,000
- * Teacher Newsletter Subscriptions / 2250

PBS LEARNINGMEDIA

OFFERS EDUCATORS OVER

100,000 DIGITAL RESOURCES

& THE SERVICE DRAWS AN AVERAGE OF OVER

1 MILLION USERS PER MONTH



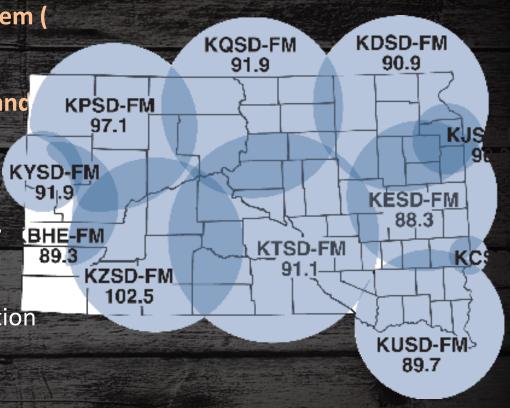
Provide Emergency Alert System (EAS) interconnectivity and distribute emergency alert information to broadcasters and the public

EAS Distribution Hub

 (Amber Alert, Endangered
 Persons, Immanent Threats,
 from State and National
 Government)

Transmission system operation 24/7 (99.99%)

 South Dakota Continuity of Operations Plan (COOP)





Provide resources and services for "Better Government Initiatives"

- Operate and maintain streaming systems for Legislative and State Agency outreach
- Provide a dependable digital platform for SDPB Content Services (Statehouse and SDHSAA Fine Arts and Athletic Events)

"SD.net is a valuable tool on which the South Dakota PUC relies to offer live audio access to our regulatory hearings each year. Those who participate or have an interest in the business of the commission – both from within and outside our state's borders – are able to hear the discussion and decisions made by the PUC in real time and easily access archived recordings."

Kristie Fiegen, South Dakota PUC Chairperson

Provide resources and services for "Better Government Initiatives"

- Awareness and Usage of Services:
- * February 17,445 UV (Average 830 per LD)

March - 92,000 UV (Boys and Girls Basketball)

April - 1,103 UV (141 GOAC 4/25)



Your portal to South Dakota government, and more!



2017 - 2018 Strategic Initiatives Increase Local Content,
 Community Engagement, and
 Social Media Impact;

PBS Kids 24/7 and Web Stream

Evolving Master Control; WARN
 Systems and EAS Planning

SD.Net: capacity, training, and adoption



Objective

Deliver a reliable, secure, and modern hosting environment and provide expert technology consulting.



Uptime Metrics

MAINFRAME

Virtualization

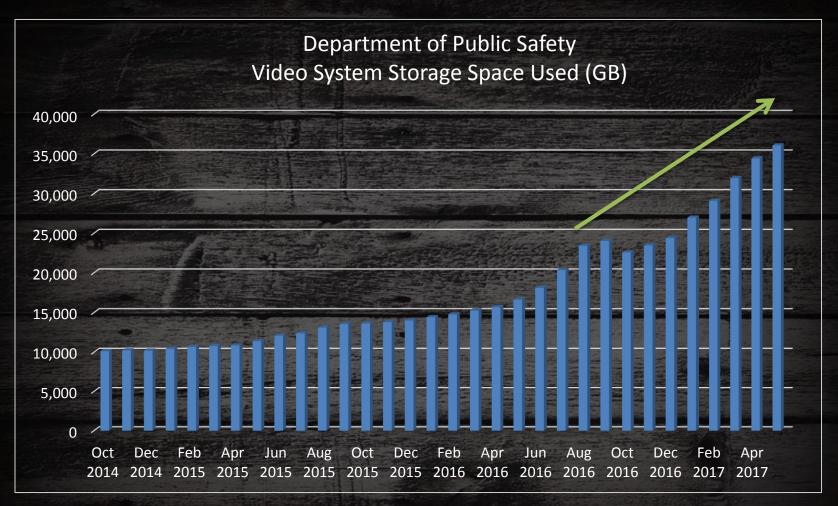
Mid Range

99.77% Uptime
.23% Scheduled Maintenance
0% Unscheduled downtime

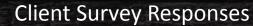
99.99% Uptime
.01% Scheduled Maintenance
0% Unscheduled downtime

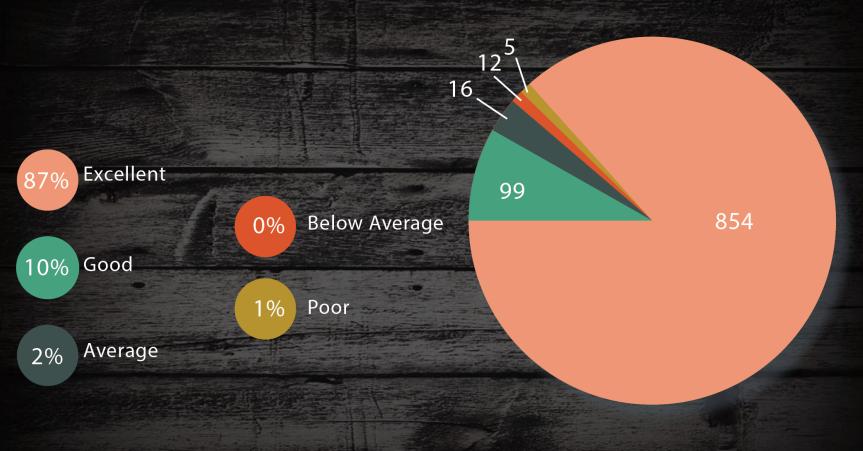
99.89% Uptime
.07% Sc ◆ heduled
Maintenance
.04% Unscheduled downtime





The major incline in growth starting August 2016 represents the migration to High Definition cameras being installed in Highway Patrol vehicles.







Provide Expert Technology Consulting

- In 2016 BIT agencies received consulting on 194 technology acquisitions and renewals.
 - Clients receive expert feedback, guidance, and support through this process.
 - ➤ By engaging BIT, clients receive support from a team of experts from each applicable technology area.
 - ➤ The BIT consulting team vets technology for: security, adherence to standards, vendor capability and commitment, and terms and conditions.



south dakota bureau of information & telecommunications